

## **MEM – Excluded Providers Letter**

### **Purpose:**

This procedure explains the procedure for processing the Excluded Providers Spreadsheet

### **Identification of Roles:**

#### **Program Integrity (PI)**

Account Manager

Operations Manager (OM)

Administrative Assistant (AA)

Member Services Specialist (MSS)

Customer Service Representatives (CSR)

### **Performance Standards:**

At the time of publication there is not a specific contract standard for this process.

### **Path of Business Procedure:**

Step 1: Member Services receives Excluded Provider Spreadsheet from the IME Program Integrity (PI) Unit.

Step 2: Upon receipt the Operations Manager will:

- a) Review the spreadsheet
  - 1) Sort by the recipient id column
  - 2) Remove any duplicates
  - 3) Copy and paste the following columns into another spreadsheet
    - i. Prescribing\_provider\_name – change name to read Provider\_Name
    - ii. Recipient\_ident\_number
    - iii. Recipient\_first\_name – change header to read First\_Name
    - iv. Recipient\_last\_name – change header to read Last\_Name
  - 4) Add the columns listed below:
    - i. Authorized person
    - ii. Address\_1
    - iii. Address\_2
    - iv. City
    - v. State
    - vi. Zip\_Code
    - vii. Phone number
  - 5) Save the file as excluded providers version two

- b) Send the excluded providers version two spreadsheet to an assigned Member Services staff member to:
  - 1) Look up the additional information in MMIS or SSNI needed to fill in the added columns from step 2.4 above
  - 2) Make two attempts to call the member or their authorized representative
    - i. Explain to member that the provider they are currently receiving their prescription(s) from is no longer a Medicaid provider and they will need to find a new provider to write the prescription

Step 4: After the second attempt has been completed. The assigned staff member will return the completed spreadsheet to the Operations Manager.

Step 5: The Operations Manager reviews the spreadsheet and emails the completed spreadsheet to the Administrative Assistant for letter generation. All members on the spreadsheet will receive the Excluded Provider Letter.

Step 6: The Administrative Assistant generates the letter from the completed spreadsheet:

- a) Open form 470-5013, Excluded Providers by Feds, document
- b) Select mailings from toolbar
- c) Click on select recipients
- d) From the list select use existing list
- e) Locate the saved excluded providers version two spreadsheet
- f) A box will appear with all of the tab names from the spreadsheet. Select tab one
- g) Click on preview results, if everything is filled in correctly then
- h) Click on finish & merge using the edit individual documents
- i) Check each letter and if all filled out correctly, print letters

Step 7: Once letters are printed they will be tri-folded and placed in a #10 windowed envelope (470-4223) and placed in the outgoing mail.

### **Forms/Reports:**

470-5013 Excluded Providers Letter  
470-4223 # 10 Member Services window envelope

### **RFP References:**

None

**Interfaces:**

MMIS

SSNI

**Attachments:**

470-5013 Excluded Providers Letter